IMPORT EXPRESS ONLINE
USER GUIDE

importexpressonline.dhl.com

QUICKLY AND ACCURATELY PREPARE AND MANAGE YOUR SHIPMENTS WITH SECURE ACCOUNT DETAILS AND SHIPMENT VISIBILITY WITH IMPORT EXPRESS ONLINE.

Import Express Online is designed to coordinate effective communications between Importers and Shippers—*wherever you are, directly via the Internet*. It gives Importers full control of their imports while enabling Shippers to prepare and manage their shipments.

Benefits:

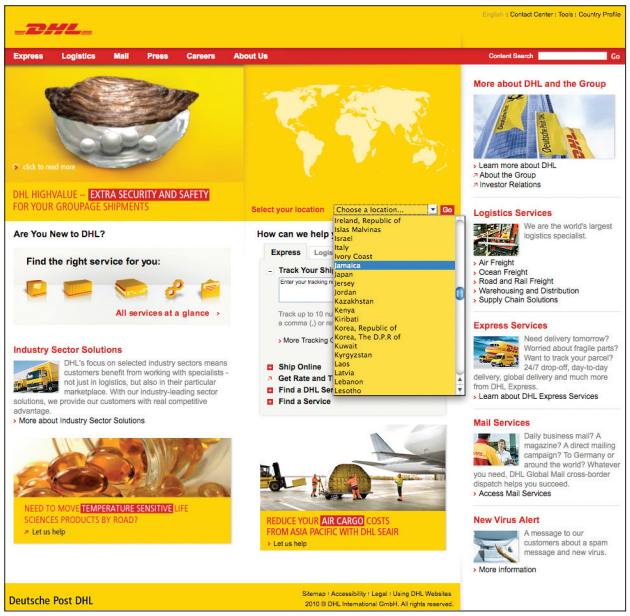
- Prepare your import shipments online in just a few clicks, including e-mail instructions for the Shipper, waybills, invoices, and arrangement of pickups.
- Keep your Import Express account number completely confidential as shipment instructions are sent to your suppliers while keeping your account information secure.
- Optimise communications and visibility as all waybill numbers and related shipment data are easily accessible by all parties involved.
- Check the delivery status of shipments at any time during the import process.
- Cut down on paperwork thanks to the fully automated process.
- Prepare and manage shipments online 24/7.

ACCESS AND REGISTRATION

With **Import Express Online**, there's no software to install and use of this shipping tool is absolutely free.

DHL's **Import Express Online** only requires that the Importer has an Import Express account; the Shipper does not need an account to register and use the application.

DHL Global Web Site *(choose your country)*



Access **DHL Import Express Online** either through the direct link at

importexpressonline.dhl.com

OR

through your country's DHL Web site at www.dhl.com.

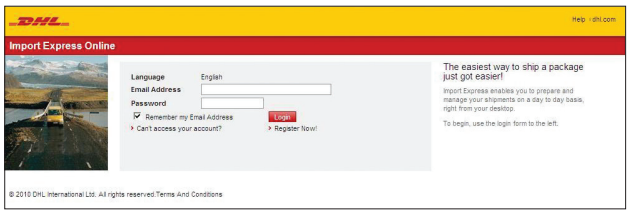
If you're already registered, enter your e-mail address and password.

Tip

Check the box below the log-in fields to have the system remember your e-mail ID for you.

GETTING STARTED

Log In



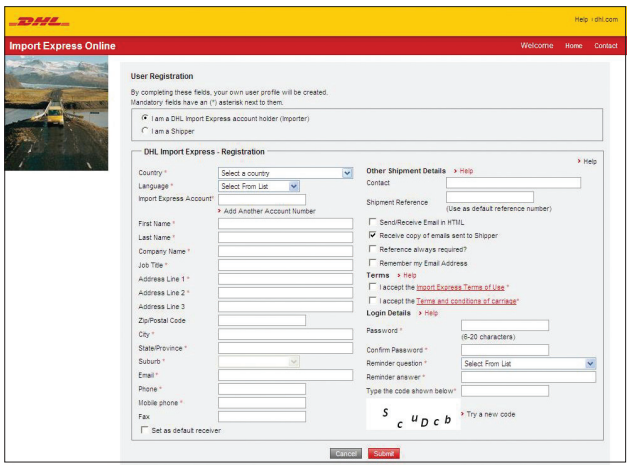
If you are an Importer and it's your first time using this tool, you will need to register for access.

Click on "Register Now" under the "Login" button. Make sure you have your Import Express account number(s) available.

Tip

As an Importer, you will be able to include multiple Import Express account numbers during your registration, or you can add them later by editing your user profile.

Registration

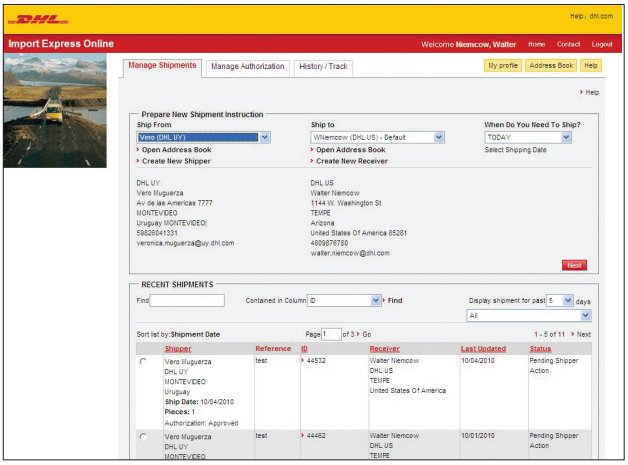


If you are a Shipper, you will be able to register and keep a user profile in **Import Express Online**, but the system will not require that you enter a DHL account number.

IMPORTERS

PREPARING SHIPMENT INSTRUCTIONS: ADDRESS DETAILS

Address Details



Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

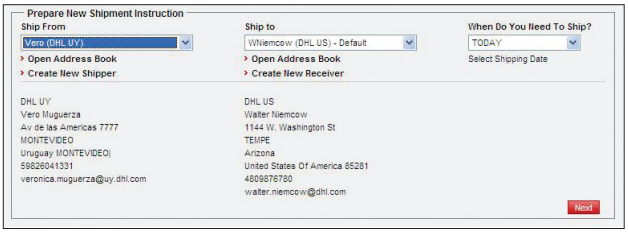
Importers can both prepare and forward shipment instructions to their Shippers

OR

complete shipments on behalf of their Shippers.

Importers can authorise Shippers with either a *single shipment instruction*, which allows Shippers to ship one time to the Receiver using the Importer's Import Express account; or Importers can create a *standing authorisation** to allow Shippers to ship anytime to the Receiver using the Importer's Import Express account.

Find Shipper or Receiver

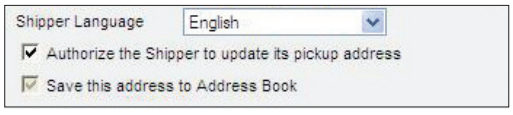


Step 1A:
To quickly prepare shipment instructions, apply recently used Shipper and Receiver information by choosing the appropriate Shipper and Receiver from the "Ship From/Ship To" pull-down menus and click "Next" to proceed.

OR

If your Shipper or Receiver has not been used recently or you need to enter new address information, either click the "Open Address Book" or "Create New Shipper" links below the "Ship From" field.

Create User-friendly Documents



Step 1B:
To create user-friendly documents, select the Shipper's language from the corresponding pull-down menu and authorise the Shipper to update pickup address information. If this is a new address, click the box to have it saved to the Address Book.

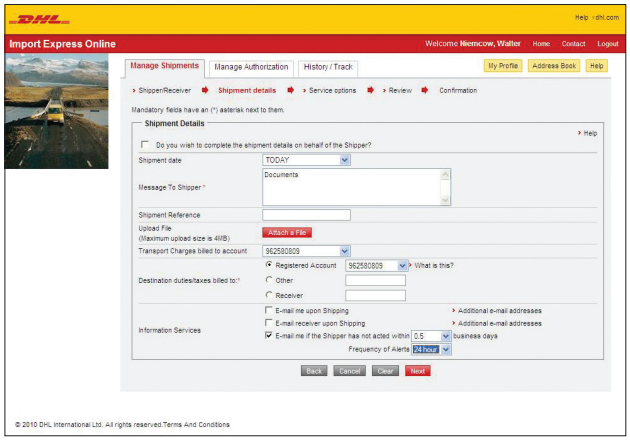
Note

If the box authorising the Shipper to modify pickup information is not checked, related fields will not be editable for Shippers.

*Available First Quarter 2011

PREPARING SHIPMENT INSTRUCTIONS: SHIPMENT DETAILS

Shipment Details

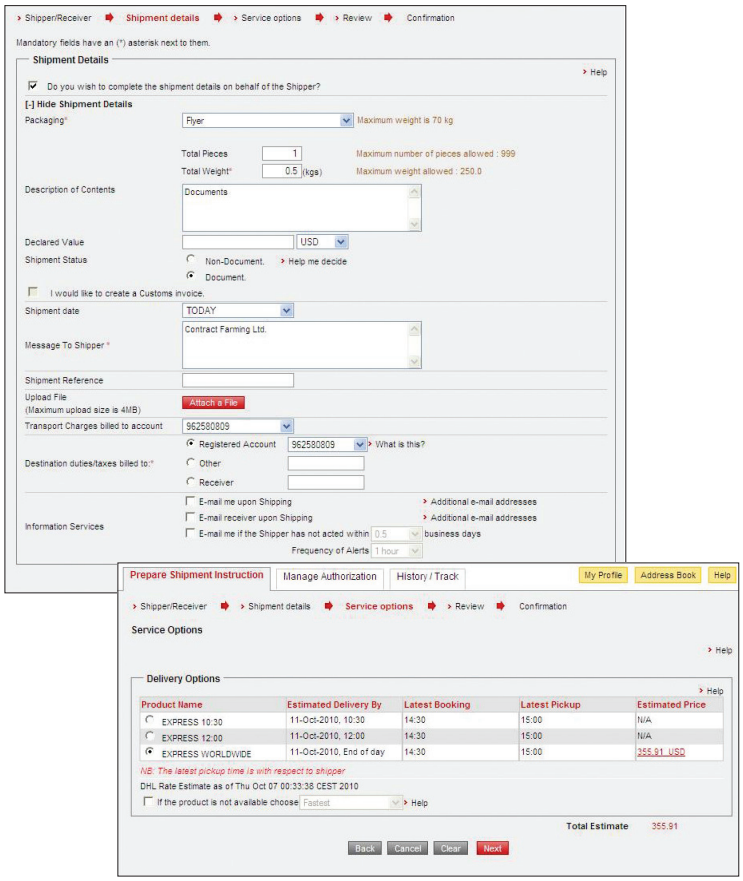


Step 2A:

The "Shipment Details" screen allows Importers to:

- Enter a message to the Shipper, such as items to be ordered, order numbers, and handling instructions.
- Optionally, attach a file, which could be a purchase order or any related document.
- Choose to bill freight and customs charges to separate accounts, if needed. Use the pull-down menu to choose the appropriate Import Express account to be billed.
- Indicate whether you would like to be sent e-mail notifications upon shipping and how frequently or set up preferences for receiving a follow-up e-mail in case the Shipper has not acted on shipment instruction during a certain period of time.

Shipment Details *(prepare shipment on Shipper's behalf)*



Step 2B:

In addition to the 2A step information listed above, if the Importer is preparing a shipment on the Shipper's behalf, Importers can:

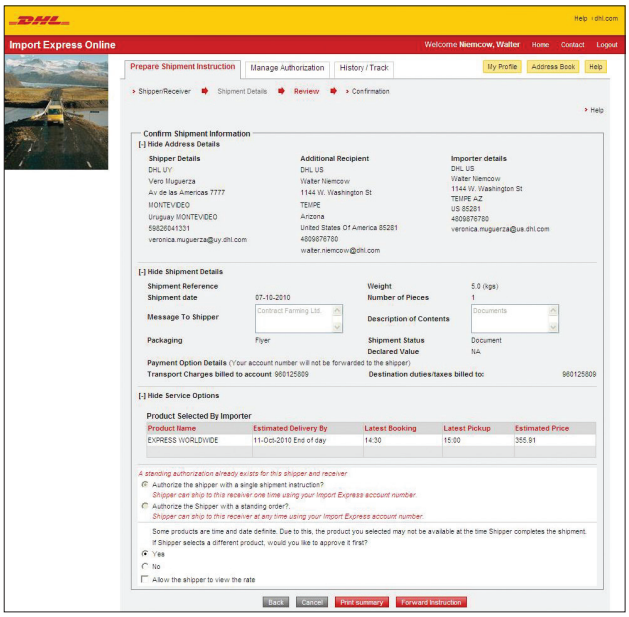
- Select a packaging type, enter pieces and weight as well as a description of the contents, dutiable status ("non-document" for dutiable and "document" for non-dutiable), and decide whether to create a commercial invoice online.
- Choose a product from the options displayed; the application will only show products that are available according to the shipment data entered by the Importer.
- If the product selected is not available at the time of shipping, indicate your preference for the fastest or cheapest option instead.

Note

The estimated delivery date is based on the shipment being processed immediately. The delivery date may change depending on when the shipment is processed.

PREPARING SHIPMENT INSTRUCTIONS: REVIEW AND FORWARD INSTRUCTIONS

Review Shipment Details



Step 3A:

Import Express Online gives Importers the opportunity to review all of the entered information before it is sent to the Shipper.

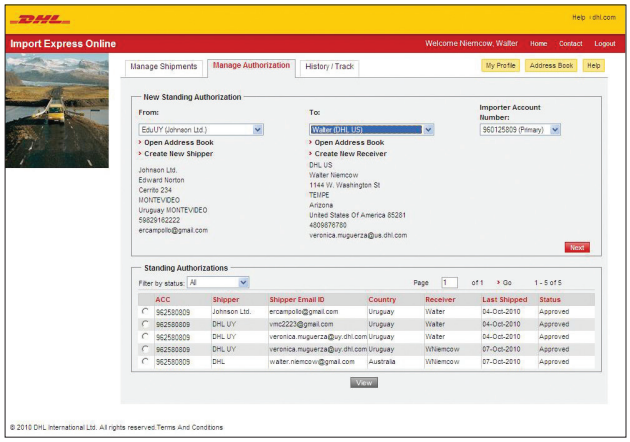
- Choose to authorise a Shipper to either process one single instruction or create a standing authorisation* for the Shipper to use your Import Express account number for regular shipments.
- Check the box to allow the Shipper to have visibility of the rates.

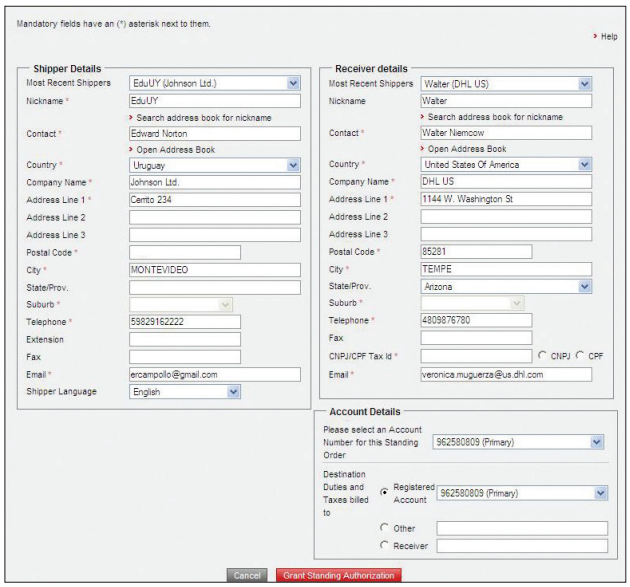
Tip

To make changes, click the "Back" or "Cancel" buttons at the bottom of the page. Click the "Forward Instructions" button to send the shipment instructions via e-mail to the designated Shipper.

*Available First Quarter 2011

MANAGE AUTHORISATIONS





Step 3B:
Create standing authorisations* for your Shippers and keep a record of them through the "Manage Authorisations" function.

- Enter Shipper (From) and Receiver (To) details by selecting from the respective pull-down menus for the latest contacts used or use the "Open Address Book" link to look for any other Shipper already saved into your Address Book or click the "Create new shipper/receiver" links to enter details of a new Shipper/Receiver.
- Click the account number to be billed.
- Check address details and review account details for options on which account to be billed for freight and duties & taxes.
- Click on the "Grant Standing Authorisation" button at the bottom of the page.

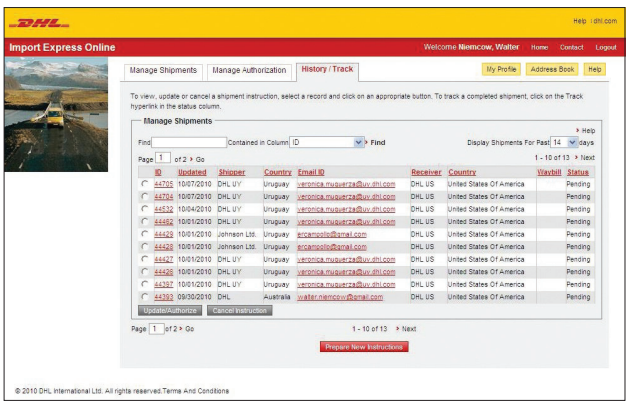
A link is provided for the Shipper to directly access **Import Express Online**.

Tip

The Shipper will receive an e-mail stating that a standing authorisation* has been granted by an Importer. The e-mail will provide the Importer's e-mail address, a direct link for the Shipper to access the application as well as the password to be used.

SHIPMENT HISTORY AND TRACKING

View History and Track Shipments



Step 4:
To view and track your shipments, click the "History/Track" tab.

Click a column header to sort by options such as ID number, last updated, shipper name, country, e-mail ID, waybill number, and status.

OR

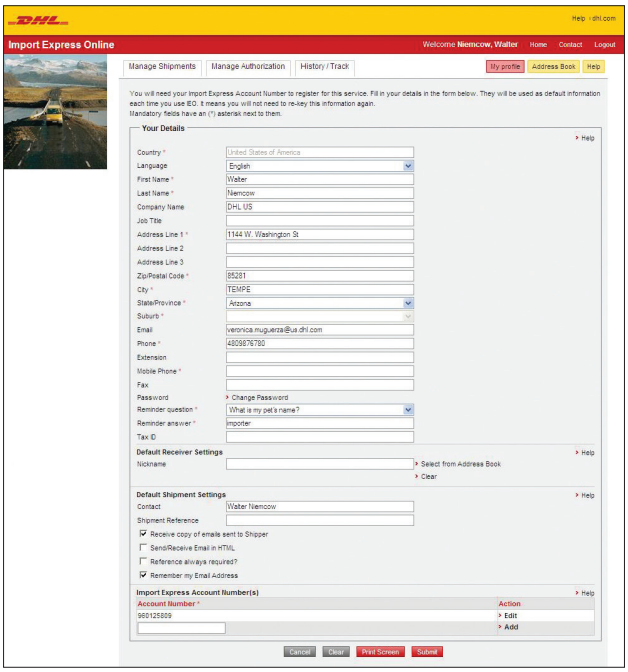
Track a completed shipment by clicking the "Track" link in the "Status" column.

You can also update/authorise, cancel, or prepare new shipment instructions, as needed.

*Available First Quarter 2011

OTHER IMPORTER LINKS AND SCREENS

My Profile



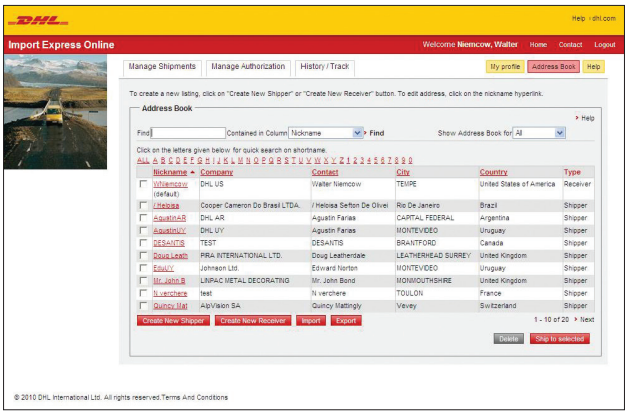
The "My Profile" screen contains the information you entered during registration. It is available to review or update at any time.

Questions about how to use a particular screen can be answered by clicking the "Help" link in the navigation bar or one of the "Help" links found near the form fields.

The "Address Book" screen is a great way to save all Shipper and Receiver contact information.

To create new Shipper and Receiver entries, click the corresponding button and fill in the mandatory information.

Address Book



To Import/Export address books, use the respective buttons at the bottom of the screen.

- Select whose address book you want to import/export (Shipper's or Receiver's).
- Indicate whether the file to be imported/exported has headers, attach file, and click "Start Importing/Exporting."
- Match the **Import Express Online** field names with those of the CSV file to be imported/exported.
- Click the "Import/Export" button.
- You will receive a confirmation e-mail.

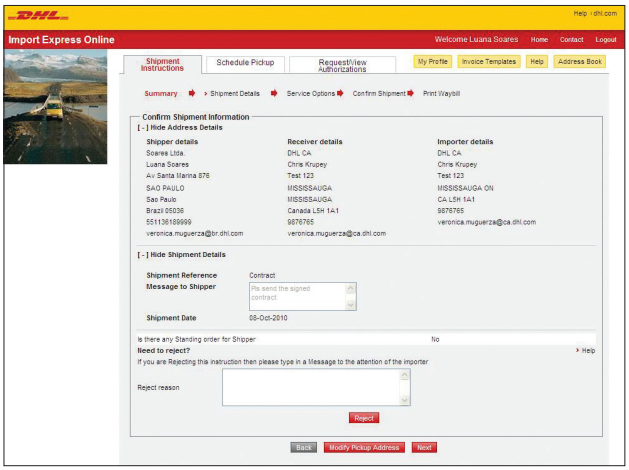
SHIPPERS

Enter and save Shipper and Receiver address information and provide important shipment details to create shipment instructions, review entered information, and track shipments.

Shippers can access **Import Express Online**

- Through proactive e-mail notifications sent by Importers, or
- By using the direct link importexpressonline.dhl.com and their respective log-in credentials after having registered with the application.

URL-link Landing Page



Step 1:
Shippers will access **Import Express Online** in one of the following ways:

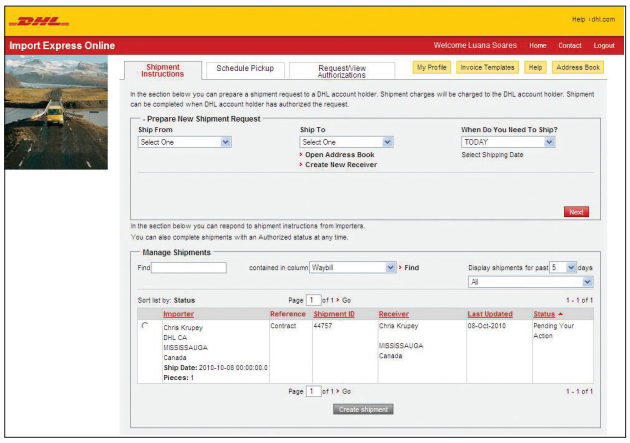
- Click on the provided URL link from a proactive e-mail notification sent by Importers.

OR

- Access the application through the direct link at

importexpressonline.dhl.com

Direct-link Landing Page



Note

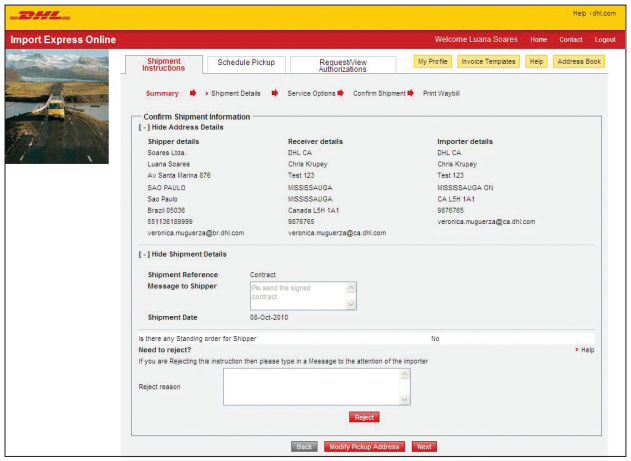
When logging into **Import Express Online** for the first time using the URL link and temporary password provided in the proactive e-mail notification, the Shipper will need to select a new password, which will be valid for all future shipments.

Already-registered Shippers will be shown a landing page divided into two sections:

- **Prepare New Shipments (reverse shipments):** for Shippers to prepare a shipment request to a DHL account holder; shipment charges will be billed to the DHL account holder after the account holder has authorised the request.
- **Manage Shipments:** shows shipment instructions from Importers.

SHIPMENT REQUESTS: SHIPMENT SUMMARY

Shipment Summary



Step 2:
When the e-mailed URL link is used to access the program, the Shipper will see a summary of the Importer's shipment instructions.

Click the "Accept" button to accept the Importer's shipment request as it is written.

OR

If you would like to accept the shipment request but the pickup address information has changed and needs to be updated, click the "Modify pickup address and accept" button.

OR

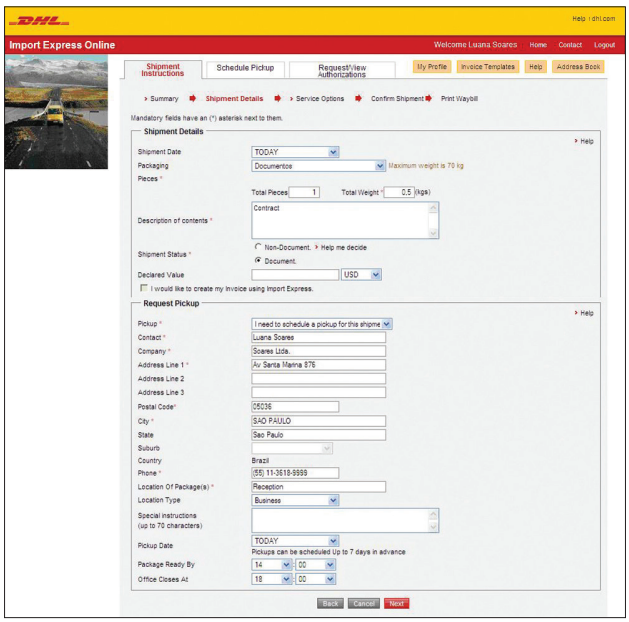
Reject the shipment for any reason by typing a message into the "Reject reason" field. Click "Reject."

Note

The "Modify pickup address" button will only be available to the Shipper if the Importer has indicated that the Shipper has authorisation to update information.

SHIPMENT REQUESTS: SHIPMENT OPTIONS

Shipment Details



Step 3A:
Once a request has been accepted, enter additional information such as the package type, number of pieces, total weight, contents description, and if dutiable, the declared value.

If the Importer prepared the shipment details on the Shipper's behalf, the Shipper will just need to verify and update, if necessary.

Step 3B:
Use the pull-down menu for "Pickup" to indicate the action requested.

Additional instructions can be typed into the "Special instructions" field.

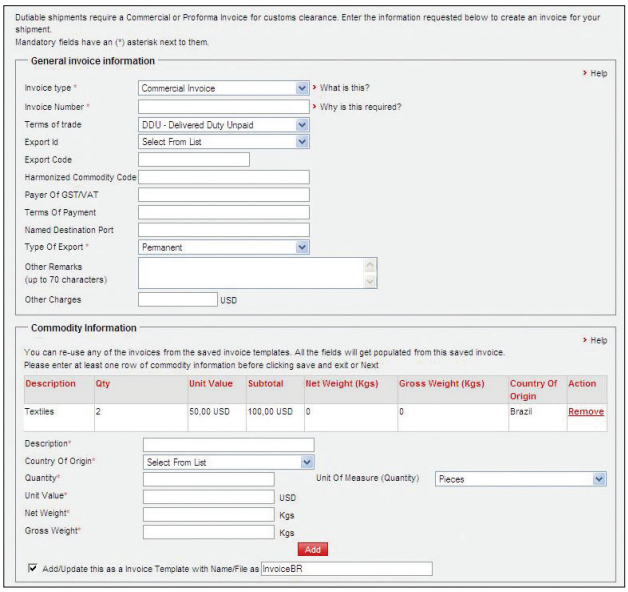
Pickup times can be set up in advance, depending on the country.

Tips

Import Express Online even assists the Shipper in deciding whether the shipment is considered non-document or document. Click on the "Help me decide" link located to the right of the "Shipment status" field.

US Shippers with dutiable shipments will also be required to enter a valid ITN or an FTR exemption from the pull-down menu.

Customs Information



Step 4:
Select either "Commercial Invoice" or "Proforma Invoice" from the "Invoice type" pull-down screen, depending on what type of goods are being shipped.

Indicate the export type from the pull-down menu.

Enter commodity information by filling in the form fields, and click "Add." Repeat this process until all commodity information is entered.

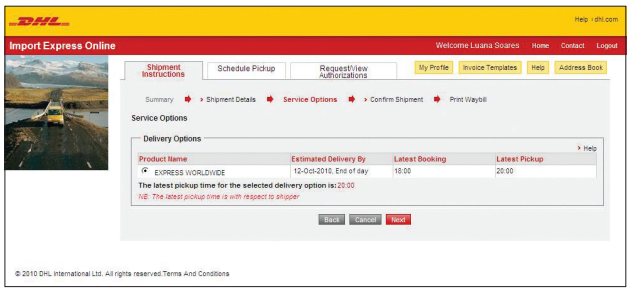
Tips

Optional information not required on the invoice screen includes entering an invoice number, the terms of trade, "Other Remarks," and "Other Charges."

Multiple listings of commodity information can be entered. Simply type in the shipment description, indicate the country of origin, quantity, unit of measure, and unit price. Click "Add" to include each listing.

Once you've completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom and typing in a filename for the new invoice template.

Service Options



Step 5:
The "Service Options" screen will display all available products and services according to origin, destination, and shipment details entered. It will also show the latest possible pickup time for the Shipper's country.

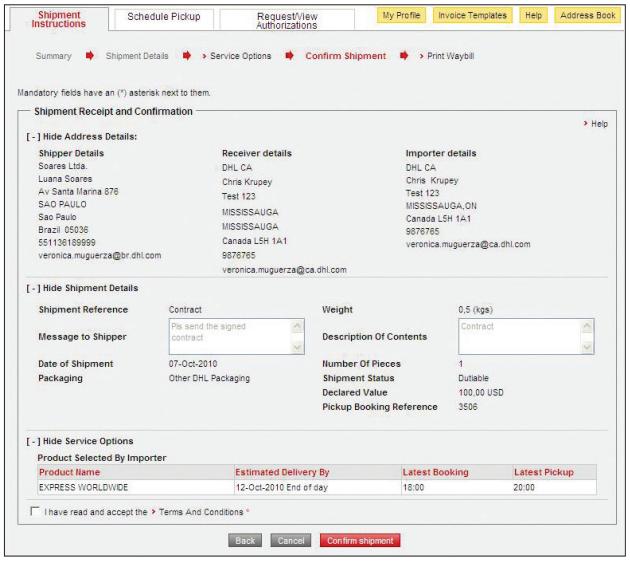
If an Importer chose to authorise a Shipper to see rates, these will be shown next to each product.

Select the DHL product that best meets your shipping needs.

If the Importer has already selected the product, check its availability and proceed to the "Confirm Shipment" screen.

SHIPMENT REQUESTS: SHIPMENT CONFIRMATION

Confirm Shipment



Step 6:
From the "Confirm Shipment" screen, modify already-entered data by clicking the "Back" button.

Once the details have been verified, accept the "Terms and Conditions."

Click the "Confirm shipment" button to continue.

Tip

The shipment instruction can be cancelled by clicking the "Cancel" button at any time.

SHIPMENT REQUESTS: PRINT PAPERWORK

Print Paperwork

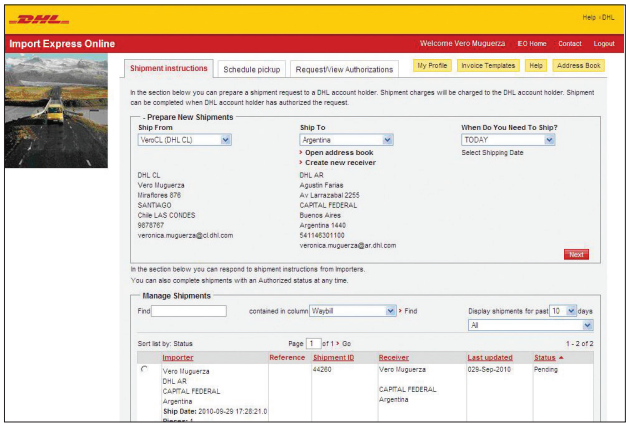
Step 7:
Select the printing option and the number of copies to be printed.

Click the "Print Preview" button to review the documents to be printed (shipment summary, waybill, invoice) and then click "Print".

REVERSE SHIPMENTS

Shippers are able to prepare and send a shipment request to an Importer. The Importer will need to authorise the request in order for the Shipper to process it. Shipment charges will be charged to the Importer's account.

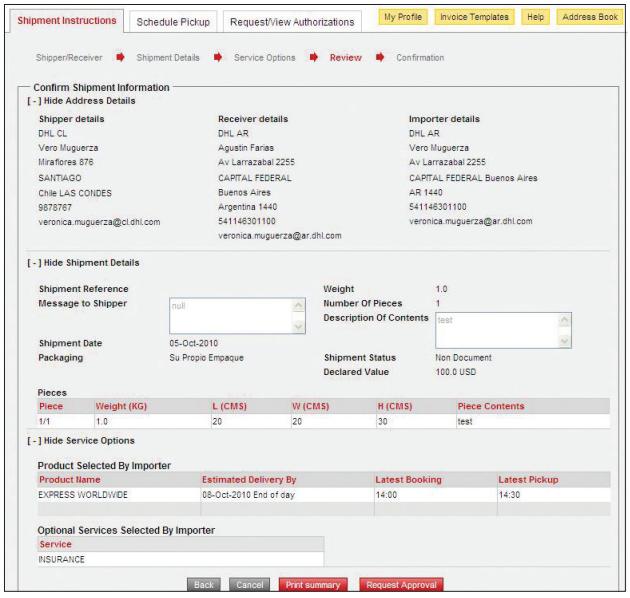
Shipment Instructions



Step 1A - Shipper:
The Shipper logs into **Import Express Online**.

- Select a Receiver from the Address Book.
- Enter shipment details and select an Importer from the pull-down list (if a prior Importer-Shipper relationship has not been established, the Shipper will need to enter the Importer's e-mail address).
- Select a product.
- Request approval.
- An e-mail is sent to notify the Importer.

Shipper/Receiver Details



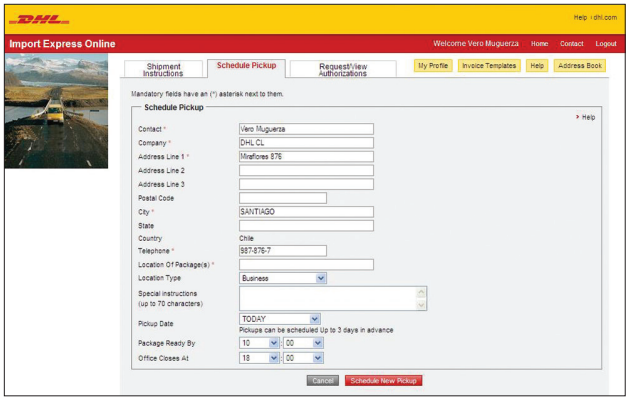
Step 1B - Importer:
The Importer receives an e-mail notification and logs into **Import Express Online**.

- View the shipment request. Update the message to the Shipper and the billing information, if necessary.
- Approve or reject the shipment request.
- An e-mail is sent to notify the Shipper.

Step 1C - Shipper:
The Shipper receives an e-mail notification and logs into **Import Express Online**.

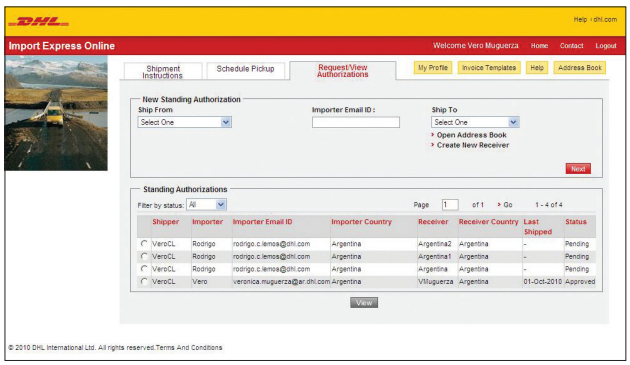
- View the shipment request for the Importer's update message.
- Print shipment paperwork and arrange a pickup.

Schedule Pickup



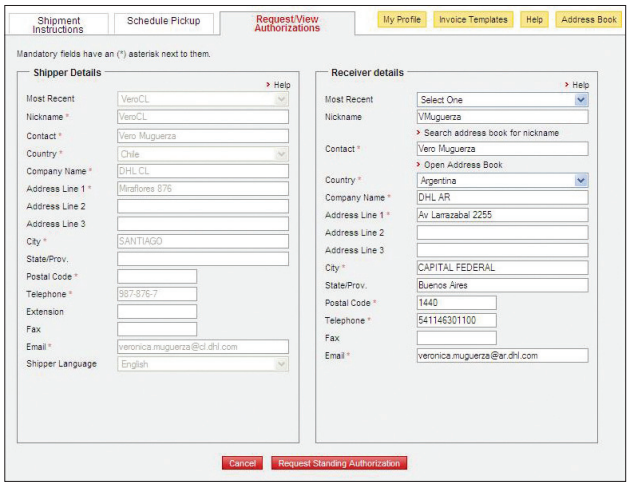
If you do not have a regularly scheduled pickup on a given day, you can easily request one using the "Schedule pickup" tab. Multiple shipments can be picked up at one time.

Request/Review Authorisations



Keep a record of all standing authorisations* granted to you by Importers.

Standing Authorisation*



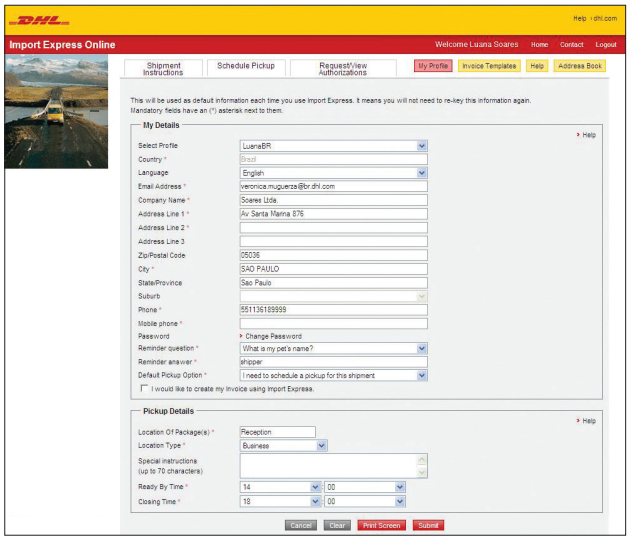
Request a Standing Authorisation* from an Importer to be allowed to send shipments on a regular basis

- Enter Importer's e-mail ID
- Select a Receiver
- And follow the same process as for one-time reverse shipments

*Available First Quarter 2011

OTHER SHIPPER LINKS AND SCREENS

My Profile



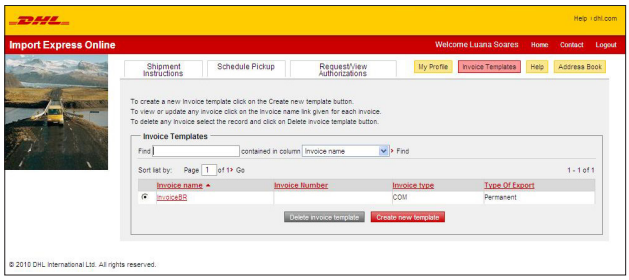
The "My Profile" screen contains information the Importer entered. It is available for the Shipper to review or update at any time. To do this, simply enter the new or changed information and click the "Submit" button.

Questions about how to use a particular screen can be answered by clicking the "Help" link in the navigation bar.

Tip

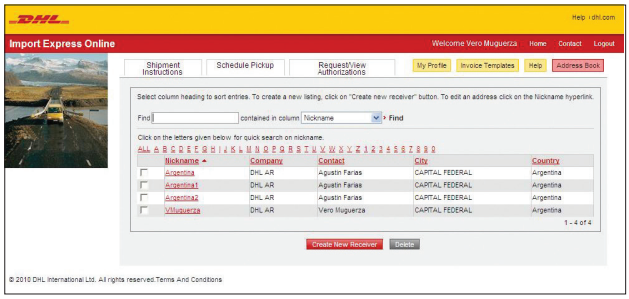
Additional help can be found on the shipping forms by clicking the various help links located to the right side of some of the form fields.

Commercial/Pro Forma Invoice Templates



Once you've completed the invoice information, you can add this invoice to your invoice templates by clicking the box at the bottom and typing in a filename for the new invoice template.

Address Book



The Address Book stores all your receivers' information, allowing you to prepare shipments without repeatedly entering the same contact information.

Use the "Find" field to search by name or view your contacts using a variety of sorting options available in the "Contained in Column" pull-down list.

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